

# Community Benefit Plan Progress Report 2012

*Based on the 2010 Community Health Needs Assessment*



**May 2013**

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Alta Bates Summit Medical Center Community Benefit Progress Report Prepared and Submitted by:

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## Sutter Health:

### Building Healthier Communities and Caring for Those in Need

Alta Bates Summit Medical Center is affiliated with Sutter Health, a not-for-profit network of 48,000 physicians, employees, and volunteers who care for more than 100 Northern California towns and cities. Together, we're creating for a more integrated, seamless and affordable approach to caring for patients.

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#### **It's better for patients:**

We believe this community-owned, not-for-profit approach to health care best serves our patients and our communities – for multiple reasons. First of all, it's good for patients. According to the Journal of General Internal Medicine (April 2000), patients treated at for-profit or government-owned hospitals were two-to-four times more likely to suffer preventable adverse events than patients treated at not-for-profit institutions.

#### **Our stockholders are our communities:**

Investor-owned, for-profit health systems have a financial incentive to avoid caring for uninsured and underinsured patients. They also have a financial incentive to avoid hard-to-serve populations and "undesirable" geographic areas such as rural areas. In many of Northern California's underserved rural locales, Sutter Health is the only provider of hospital and emergency medical services in the community.

#### **Providing charity care and special programs to communities:**

Our communities' support helps us expand services, introduce new programs and improve medical technology. Across our network, every Sutter hospital, physician organization and clinic has a special story to tell about fulfilling vital community needs.

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**Our Commitment to Community Benefit:** Meeting the health care needs of our communities is the cornerstone of Sutter Health's not-for-profit mission. This includes directly serving those who cannot afford to pay for health care and supporting programs and services that help those in financial need.

In 2012, our network of physician organizations, hospitals and other health care providers invested \$795 million in health care programs, services and benefits for the poor and underserved. This includes:

- The cost of providing charity care
- The unpaid costs of participating in Medi-Cal
- Investments in medical research, health education and community-based public benefit programs such as school-based clinics and prenatal care for patients.

Sutter Health's commitment to delivering charity care to patients continued to grow, reaching another all-time high of \$153 million in 2012 – or an average of nearly \$3 million per week.

## Executive Summary

In 2012, Alta Bates Summit Medical Center contributed more than \$11.9 million in community benefit programs and services, not including charity care or subsidy of Medi-Cal. The medical center supports more than 27 ongoing community benefit programs and initiatives designed to respond to specific community needs. Each and every program has an impressive success story. *Alta Bates Summit's 2011-2013 Areas of Focus include Asthma, Diabetes, Stroke, Senior Fall Prevention, and Stroke.* This summary report provides an update on goals and objectives established for these specific areas of focus. A summary of additional community benefit programs is also included in Section IV of this report.

Due to the efforts of our Asthma Resource Center, there has been a 47% reduction in total Alta Bates Summit emergency department visits, including a 27% reduction in visits for uninsured and underinsured patients since the program was created in 2001.

Our Diabetes Center Resource Project provides education and diabetes management to uninsured and underinsured patients, with the goal of improving diabetes management and avoiding readmissions to the medical center. Last year, there was a 57% reduction in readmissions of uninsured and underinsured patients.

Our Senior Fall Prevention and Screening Project conducted 81 fall risk screens and 14 participants received one-on-one physical therapy based on referrals generated from the fall risk screen. Over 118 individuals were served throughout our community, with 100% of participants improving in one or more fall risk tests.

Our nationally recognized Regional Primary Stroke Center provides education on the warning signs and risk factors for stroke to thousands of community members each year. Today, the percent of stroke patients who die before arriving at the Emergency Department has decreased by 66% since 2004, lowering the mortality rate to 17%.

Alta Bates Summit provides a wealth of community benefit programs and services, of which we are very proud. We are committed to meeting community needs as we strive to fulfill our mission to enhance the health and well-being of people in the communities we serve through compassion and excellence.

## I. 2012 Progress Report on Areas of Focus

The following pages provide a progress report on Alta Bates Summit Medical Center's Community Benefit Areas of Focus - *Asthma, Diabetes, Senior Fall Prevention, and Stroke*. Additional community benefit programs of the medical center are included in Section IV of this report.

For more information about the **2010 Community Needs Assessment**, visit the Alameda County Public Health website at <http://www.acphd.org>.

For more information or to obtain a copy of the **Alta Bates Summit Community Benefit Plan 2011-2013**, contact Deborah Pitts, Regional Community Benefit Manager, at [pittsD@sutterhealth.org](mailto:pittsD@sutterhealth.org).

## Area of Focus : Asthma

<b>Link to Community Needs Assessment</b>	The incidence of asthma remains high in our community. The hospitalization and emergency department visit rates for Alameda County rank fifth in the State of California.
<b>Program Description</b>	All uninsured and underinsured patients who are seen in the Emergency Department with an asthma diagnosis are contacted by phone and invited to attend an individual session(s) to assist with asthma management. The Asthma Resource Center does not provide clinical care but exists to provide education and tools for asthma management.
<b>Goals and Objectives</b>	To improve the emergency treatment of all patients with asthma; and to decrease hospitalizations and emergency department visits with a focus on the uninsured and underinsured patients.
<b>Strategy</b>	Potential causes for the high rate of emergency department visits and admissions may include poor living conditions, inaccessibility to health care, limited funding for medications, poor understanding of the disease process, noncompliance with the treatment routine, or ineffective inhalation technique. By providing easy access to care, education, asthma tools, and medication funding, patients are able to manage their asthma and avoid hospital admissions or repeated visits to the Emergency Department. Patients who have been to the Emergency Department are identified and contacted by the Asthma Resource Center for education and medication funding as indicated.
<b>Baseline Information</b>	In 2011, there were 13,896 asthma hospitalizations and 32,509 emergency department visits in Alameda County.
<b>Affiliate's Contribution or Program Expense</b>	The Asthma Resource Center is a community benefit program of Alta Bates Summit. The medical center cash contribution is \$25,000.
<b>Results</b>	Since the inception of the program, there has been a decline in total emergency department visits and hospital admissions. In 2012, there were 404 emergency department visits for the diagnosis of asthma. This represents a 47% reduction in visits since the start of the program in 2001. Of these visits, 249 uninsured and underinsured patients were served. This represents a 27% reduction since 2001. The decline in hospital admissions for asthma remains at 51%.
<b>Amendment to Community Benefit Plan</b>	The scheduling of visits remains the biggest challenge. The inability to see patients or schedule visits immediately after the emergency department visit causes a delay in obtaining medications. Attempts are made to assist the patient in obtaining follow up in community clinics and more follow up in this area would be beneficial if additional funding or staff were available. Data collection is being done the Summit campus to evaluate the feasibility of duplicating the asthma project.

## Area of Focus : Diabetes

<b>Link to Community Needs Assessment</b>	The incidence of diabetes in the communities surrounding Alta Bates Summit is steadily rising as represented in the 2010 community needs assessment, <i>The Health of Alameda County Cities and Places</i> . Diabetes is a leading cause of death in the county and a strong contributor to many other diseases, including heart attacks and strokes.
<b>Program Description</b>	The Diabetes Resource Project, initiated in 2009 in response to community need among uninsured and underinsured community members, provides free comprehensive diabetes self-management training to patients who could not otherwise have access to this service.
<b>Goals and Objectives</b>	To provide assessment and intervention to a total of 100 uninsured and underinsured diabetes patients.
<b>Strategy</b>	Strategies employed include 1) providing in-services to emergency department managers, charge nurses and case managers regarding the Diabetes Resource Project services, 2) distributing informational brochures to emergency department staff for diabetes patients, and 3) contacting prospective patients via letter and phone call to offer free educational services. To evaluate the program, a monthly report of emergency department visits and admissions of Diabetes Resource Project patients is tracked.
<b>Baseline Information</b>	Diabetes and its complications are an enormous human and financial burden to our community. Approximately 50% of our emergency department visits for diabetes are patients that are uninsured or underinsured (MediCal). In 2012, on average, 100 uninsured and underinsured patients with a diabetes diagnosis were seen at our Emergency Department each month. These patients often present with preventable hypoglycemia or hyperglycemia. Many patients benefit from diabetes education in which they learn the proper use of their medications, self-monitoring and prevention of complications, and guidance in obtaining preventative ongoing medical care.
<b>Affiliate's Contribution or Program Expense</b>	The Diabetes Resource Project is a community benefit program of Alta Bates Summit. The medical center cash contribution is \$52,000.
<b>Results</b>	A total of 100 uninsured or underinsured patients were seen through the Diabetes Resource Project. A 57% reduction in readmissions was demonstrated through monthly data analysis.
<b>Amendment to Community Benefit Plan</b>	Expand successful interventions to serve up to 200 uninsured or underinsured patients and intensify efforts in working with the Emergency Departments to prevent unnecessary admissions of patients with diabetes.

## Area of Focus : Senior Fall Prevention

<b>Link to Community Needs Assessment</b>	Falls, particularly among seniors, were identified as a significant issue in our community in the 2010 Community Needs Assessment, <i>The Health of Alameda County Cities and Places</i> .
<b>Program Description</b>	The Senior Fall Prevention and Screening Project provides education, screening, and appropriate intervention for individuals at risk of falling who may not be able to easily access care or information.
<b>Goals and Objectives</b>	To offer community effective fall prevention interventions, to increase community awareness of program; and to increase referrals to outpatient physical therapy.
<b>Strategy</b>	Based on the participant's risk level, individuals were recommended to receive one-on-one physical therapy, participate in a fall prevention class, or join a community exercise class. Fall prevention classes were performed in a series of four weekly sessions and included: a checklist for the home to prevent falls, gait training, and exercise and functional activities designed to improve balance and decrease fall risk. Outreach was performed through Health Access mailings, participation in the Health Access Annual Fall Prevention Conference, and visits to two community senior centers.
<b>Baseline Information</b>	The average cost of hospitalization due to a fall in Alameda County is approximately \$37,000. While Alta Bates Summit provides fall prevention education for inpatients, there was clearly a need to address the risks for patients in the community.
<b>Affiliate's Contribution or Program Expense</b>	The Senior Fall Prevention and Screening Project is a community benefit program of Alta Bates Summit. The medical center cash contribution is \$8,000.
<b>Results</b>	A total of 118 people were served through 20 fall prevention classes. 100% of participants in the classes improved in one or more of the following areas: Functional Reach Test, 30 second chair stand test, timed up and go test, or frequency of falls or trips. 100% of participants state they are more aware of their environment and have increased body awareness. Of those participants reached for follow up, 100% had not fallen in six months following their intervention. A total of 81 fall risk screens were conducted and 14 participants received one-on-one physical therapy based on referrals generated from the fall risk screen.
<b>Amendment to Community Benefit Plan</b>	There may be modification and enhancement of the testing and screening moving forward, as appropriate.

## Area of Focus : Stroke

<b>Link to Community Needs Assessment</b>	In Alameda County, stroke is the third leading cause of death. As reported in the 2010 community needs assessment, <i>The Health of Alameda Cities and Places</i> , there were 18,725 stroke-related hospitalizations in Alameda County from 2006 through 2008 and 1,794 deaths from stroke.
<b>Program Description</b>	The Stroke Center Education and Outreach Committee, a program of the Ethnic Health Institute (EHI), was created to provide education and outreach throughout our community utilizing multiple tools and venues.
<b>Goals and Objectives</b>	To focus outreach efforts on secondary stroke prevention by educating stroke patients about the warning signs and risk factors for a stroke.
<b>Strategy</b>	To encourage physicians to utilize in-patient rehabilitation since it provides better recovery outcomes and an opportunity for education regarding secondary stroke prevention.
<b>Baseline Information</b>	In 2011, there were 9,160 stroke hospitalizations and 4,047 emergency department visits in Alameda County.
<b>Affiliate's Contribution or Program Expense</b>	The Stroke Center Education and Outreach Committee is part of the community benefit program of Alta Bates Summit. The medical center provides financial support for meetings and education and outreach expenses.
<b>Results</b>	The Stroke Center Education and Outreach Committee focused its efforts on primary and secondary stroke prevention. During the year, the committee provided education and outreach not only to community members but also to medical center staff who are often overlooked. Through the Alta Bates Summit Medical Center Foundation, EHI purchased and distributed blood pressure cuffs to community members in need. This allows individuals to monitor their blood pressure at home and is critical to stroke prevention efforts.
<b>Amendment to Community Benefit Plan</b>	Continue to work with community partners to encourage enrollment in the new health insurance exchanges and to promote a culture of wellness and screenings in regards to health and prevention.

## II. 2012 Community Benefit Values

Sutter Health affiliates and many other health care systems around the country voluntarily subscribe to a common definition of community benefit developed by the Catholic Health Association. Community benefits are programs or activities that provide treatment and/or promote health and healing as a response to community needs.

The community benefit value for Sutter Health East Bay Hospitals, of which Alta Bates Summit Medical Center is an affiliate, is calculated in two categories: **Benefits for the Poor and Underserved** and **Benefits for the Broader Community**. Below are definitions for each community benefit activity:

### **Benefits to the Poor and Underserved**

- **Traditional Charity Care** – Free or discounted health care services provided to the uninsured and underinsured populations.
- **Unreimbursed Cost to Medi-Cal** – The “shortfall” created when the facility receives payment below the costs of treating public beneficiaries.

### **Benefits for the Broader Community**

- **Non-Billed Services** – Activities with no individual patient bill, therefore no deduction from revenue is shown in the traditional statement of revenues and expenses.
- **Cash Donations and In-Kind Donations** – Dollars and other items such as staff time and supplies donated by a facility to a community-based program or agency.
- **Education & Research** – All community, patient, and medical education such as community lectures, nursing student rotations and physician/clinician training.

# Community Benefit Summary 2012

## Sutter Health East Bay Hospitals

<u>Benefits for the Poor and Underserved</u>	<u>Community Benefit</u>
Traditional Charity Care	\$21,857,339
Unreimbursed Costs of Public Programs:	
Medi-Cal	\$114,036,992
Other Public Programs	\$274,379
Other Benefits for the Poor and Underserved	\$6,293,795
<b>Total Quantifiable Benefits for the Poor and Underserved</b>	<b>\$142,462,505</b>

<u>Benefits for the Broader Community</u>	<u>Community Benefit</u>
Non-Billed Services	\$3,846,678
Education and Research	\$2,170,885
Cash and in-kind donations	\$3,128,619
Other Community Benefits	\$364,753
<b>Total Quantifiable Benefits for the Broader Community</b>	<b>\$9,510,935</b>

*The financial information above reflects the community benefit values for Sutter Health East Bay Hospitals. This includes the total benefits for the poor and underserved and broader community for the following hospitals:*

- Alta Bates Summit Medical Center
- Sutter Delta Medical Center

*For further detail regarding the community benefit values for Alta Bates Medical Center specifically, please contact Debbie Pitts at (510) 869-8230 or [pittsD@sutterhealth.org](mailto:pittsD@sutterhealth.org).*

### III. 2012 List of Community Partners

At times, Alta Bates Summit Medical Center’s community benefit efforts may involve investing in partnerships that fundamentally improve community health. In doing so, we acknowledge that our role goes beyond providing care or a service to supporting those organizations that have shown measurable impact in meeting an identified community need.

We are proud to support the following community organizations as we work collaboratively to help create healthier communities.

100 Black Men, Inc.	Stroke Awareness Foundation
Alameda County Public Health Department	The California Endowment
Alameda County Social Services Agency	U.S. Department of Health and Human Services
American Cancer Society	UC Berkeley School of Public Health
American Diabetes Association	UC San Francisco Medical School
American Heart Association	Vietnamese American Community Center of the East Bay
American Medical Response	Women's Cancer Resource Center
American Red Cross	
Asian Health Services	
Bay Area Black Nurses Association	
Berkeley Primary Care Clinic	
California Department of Public Health	
California Health Collaborative	
California Transplant Donor Network	
Cancer Detection Programs: Every Woman Counts	
Center for Elder's Independence	
Children's Hospital Oakland	
City of Berkeley Department of Health Services	
City of Berkeley Public Health Division	
Downtown Oakland Senior Center	
Eastmont Wellness Center	
Family Bridges, Inc	
Gilead Sciences, Inc.	
Kaiser Permanente Medical Center	
Korean Community Center of the East Bay	
Korean Community Health Services	
La Clinica de la Raza	
LifeLong Medical Care	
Mentoring in Medicine, Inc.	
National Cancer Institute	
Native American Health Center	
Palo Alto Medical Clinic	
Paramedics Plus	
Samuel Merritt University	
Sinkler Miller Medical Association	
St. Luke’s Society	

## **IV. 2012 Progress Report on Other Areas**

In addition to the programs described as Areas of Focus, Alta Bates Summit Medical Center provides community benefit through an array of several other programs and services. All of these programs, some with tenure of more than 20 years, were created in direct response to community need and offer a wealth of community outreach and education. Information on additional community benefit programs of the medical center can be found in this section.

## Chaplaincy Services Grief Support Group

<b>Link to Community Needs Assessment</b>	Families experiencing the death of a loved one often need bereavement support and education about the grieving process. There are very few community resources offering this type of support and education free of charge.
<b>Program Description</b>	Chaplaincy Services Grief Support Group provides support to help individuals and families move through grief after the death of a loved one.
<b>Goals and Objectives</b>	To provide emotional support and grief/bereavement education to participants.
<b>Strategy</b>	Facilitate meaningful bereavement support and grief education by giving people the chance to tell their story to other people who will listen with understanding, by helping the group to understand their feelings and thoughts, and by providing resources for dealing with the emotional and physical pain associated with loss.
<b>Baseline Information</b>	Chaplaincy Services has been providing this community service for 10+ years and expanded the series from three to four times annually to accommodate the number of participants.
<b>Affiliate's Contribution or Program Expense</b>	The Chaplaincy Services Grief Support Group is part of the community benefit program of Alta Bates Summit. The medical center provides financial support for staff and program materials (resource handouts, flyers, and brochures).
<b>Results</b>	Six-session groups were facilitated four times annually with an average of 30-40 people served.
<b>Amendment to Community Benefit Plan</b>	Continue to assess the effectiveness of this community service based on participant feedback.

## Code C Prescription

<b>Link to Community Needs Assessment</b>	The Code C Prescription Program was started in 2004 and was an identified need for uninsured or underinsured community members.
<b>Program Description</b>	The Code C Prescription Program assists patients who do not have insurance coverage for their discharge prescriptions.
<b>Goals and Objectives</b>	To assists patients after discharge from the hospital to take their original prescriptions to their own pharmacy and continue their care and medication needs with no interruption.
<b>Strategy</b>	When patients are discharged from the hospital, the Pharmacy Department provides a three-day supply or greater of medications to the patients at no charge. A Code-C prescription requires authorization from a case manager or social worker to furnish medications to the patients. The Pharmacy Department also provides free educational material and patient counseling.
<b>Baseline Information</b>	Prescription drugs are vital to preventing and treating illness and in helping to avoid more costly medical problems. Spending in the US for prescription drugs was \$234.1 billion in 2008, nearly 6 times the \$40.3 billion spent in 1990.
<b>Affiliate's Contribution or Program Expense</b>	The Code C Prescription Program is a community benefit program of Alta Bates Summit. The medical center provides financial support for medication expenses.
<b>Results</b>	A total of 1,260 medications were issued with expenses of \$129,672 from both Alta Bates and Herrick Pharmacies.
<b>Amendment to Community Benefit Plan</b>	None at this time.

## Comprehensive Cancer Center Support Groups and Classes

<b>Link to Community Needs Assessment</b>	<i>The Health of Alameda County Cities and Places</i> reports cancer is the 2 <sup>nd</sup> leading cause of death in Alameda County and the U.S. Although the rate of cancer incidences has decreased, the number of people to be diagnosed in the next several decades is expected to double. Adequate access to cancer screenings is critical in reducing the burden of cancer.
<b>Program Description</b>	The Comprehensive Cancer Center provides support groups, educational and holistic classes, and services to our patient community as well as the greater community in order to increase survivorship and enhance coping and well-being.
<b>Goals and Objectives</b>	To support those touched by cancer through educational programs, support groups, and holistic classes.
<b>Strategy</b>	Strategies employed include 1) providing support groups to men and women affected by cancer, 2) educating the community through classes and workshops, 3) using a holistic, therapeutic approach in classes designed to reduce stress and enhance coping and well-being, and 4) providing chair massage to patients during their infusions.
<b>Baseline Information</b>	<i>The Health of Alameda County Cities and Places</i> reports that a person can reduce their risk of cancer by eating a diet rich in fruits in vegetables, maintaining a health weight, and being physically active. The Comprehensive Cancer Center provides yoga, qi gong, and nutrition classes as well as stress reduction, healing dreams, spirituality, and Jin Shin Jyutsu classes that include meditation. The <i>NIH National Center for Complementary and Alternative Medicine</i> reports that regular meditation can reduce or control many symptoms and side effects, some of which including chronic pain, anxiety, and blood cortisol levels that are increased by stress, as well as reducing the use of health care services. <i>The American Association of Cancer Research and the American Cancer Society</i> both report that support groups have greatly improved the quality of life of many people who have been diagnosed with cancer.
<b>Affiliate’s Contribution or Program Expense</b>	The Comprehensive Cancer Center Support Groups and Classes are part of the community benefit program of Alta Bates Summit. The medical center provides financial support for on-staff group facilitators. Other program expenses are supported by charitable donations through the Alta Bates Summit Foundation.
<b>Results</b>	The Comprehensive Cancer Center served 2,497 community members in through holistic workshops, 600 community members through cancer support groups, 1,150 community members through educational workshops and chair massage services.
<b>Amendment to Community Benefit Plan</b>	The Comprehensive Cancer Center and Markstein will work together to form a Comprehensive Cancer Services community benefit program.

## Disabled Community Health Center

<b>Link to Community Needs Assessment</b>	For many people with disabilities and those who care for them, daily life may not be easy. Meeting the complex needs of a person with a disability can put individuals and families under a great deal of stress. However, finding resources, knowing what to expect, and planning for the future can greatly improve overall quality of life.
<b>Program Description</b>	The Disabled Community Health Center provides free access to a licensed clinical social worker for phone consultation and referral to community agencies for individuals and families in the disabled community.
<b>Goals and Objectives</b>	To raise community awareness of free social work consultation for individuals in the disabled community via phone and e-mail inquiries; and to provide a person with a disability access to appropriate, accurate health care education and resources.
<b>Strategy</b>	Provide education to Sutter Health staff regarding services offered in the Disabled Community Health and Outpatient Rehabilitation Departments through health fairs. Post flyers at the Berkeley flea market, farmer markets, Whole Foods, Berkeley Bowl, and Trader Joe's.
<b>Baseline Information</b>	According to the <i>U.S. Census Bureau</i> , there are 36 million people who have at least one disability, about 12% of the total U.S. population. Those with vision difficulties number 6.5 million, while 19.4 million have problems walking or climbing stairs. Another 13.5 million have difficulty concentrating, remembering, or making decisions.
<b>Affiliate's Contribution or Program Expense</b>	The Disabled Community Health Center is a community benefit program of Alta Bates Summit. The medical center provides financial support for staff and program expenses.
<b>Results</b>	On average, 80-100 people are served per year. Many inquires have related to being uninsured, lacking finances for medication, understanding increased share of costs, and finding a physical therapist, speech therapist, psychologist, or a doctor who takes Medi-Cal insurance. Other inquires include obtaining information on disabled housing, support groups (i.e., stroke, multiple sclerosis, diabetes), and care provider meetings.
<b>Amendment to Community Benefit Plan</b>	None at this time.

## East Bay AIDS Center

<b>Link to Community Needs Assessment</b>	According to the 2010 <i>Office of AIDS Administration HIV/AIDS Health Services Needs Assessment</i> , a total of 2,790 cumulative HIV cases and 4,545 cumulative AIDS cases were reported for Alameda County.
<b>Program Description</b>	The East Bay AIDS Center (EBAC) provides a comprehensive program of HIV care and access to clinical trials as well as consultation and support services throughout the continuum of HIV disease.
<b>Goals and Objectives</b>	To bring HIV infected individuals into care; and to increase awareness around the stigma and misinformation of HIV/AIDS by attending five community outreach events and distributing educational materials to the community.
<b>Strategy</b>	EBAC will collect data through an HIV testing log, test results, and the number of individuals enrolled into the care of the clinic. EBAC will utilize the Downtown Youth Clinic (DYC) HIV testing component to immediately link these individuals to comprehensive medical and psychosocial services through EBAC and other appropriate community sites.
<b>Baseline Information</b>	As of December 31, 2011, at least 725 MSM between the ages of 18 and 29 were living within HIV/AIDS in Alameda County, accounting for 14.7% of all persons living with HIV/AIDS in our region. At least 86.3% of this population was made up of young people of color including a population that is 54.7% African American, 23.4% Latino/Hispanic, and 4.5% Asian and Pacific Islander.
<b>Affiliate's Contribution or Program Expense</b>	EBAC is part of the community benefit program of Alta Bates Summit. The medical center provides financial support for staff and program expenses.
<b>Results</b>	EBAC served 2,760 people through its support groups and community outreach and got a total of 64 HIV positive persons into care.
<b>Amendment to Community Benefit Plan</b>	The EBAC Downtown Youth Clinic is currently in the process of implementing Project CRUSH (Connecting Resources for Urban Sexual Health), an innovative and highly aggressive new program that will recruit and bring into medical care at least 100 of the very highest risk HIV-negative young MSM of color between the ages of 13 and 29 living in Oakland and Alameda County.

## Ethnic Health Institute and Asian Outreach

<b>Link to Community Needs Assessment</b>	According to <i>The Health of Alameda Cities and Places 2010</i> , the three leading causes of death overall in Alameda County were heart disease, cancer, and stroke.
<b>Program Description</b>	Ethnic Health Institute (EHI) and Asian Outreach enhance the health and well being of all people in the community, focusing on the underserved and minority populations that experience disparities in healthcare and disease. EHI and Asian Outreach promote community health awareness, organizational alliances, and health-provider training, research, and education.
<b>Goals and Objectives</b>	To increase prevention and awareness of heart disease, cancer, and stroke through education on risk factors, the importance of screening, and warning signs and symptoms of the disease.
<b>Strategy</b>	Provide community members with information regarding lifestyle changes that can be made at home and in the community to support good health and prevent diseases.
<b>Baseline Information</b>	According to <i>The Health of Alameda Cities and Places 2010</i> , there were 5,077 deaths from coronary heart disease, 1,794 deaths from stroke, and 6,434 deaths from all types of cancer in Alameda County from 2006-2008. In 2010, there were 199,030 people who were uninsured in Alameda county according to the <i>U.S. Census Bureau, American Community Survey</i> .
<b>Affiliate's Contribution or Program Expense</b>	The Ethnic Health Institute and Asian Outreach are community benefit programs of Alta Bates Summit. The medical center provides infrastructure support that includes a core operating budget and staff.
<b>Results</b>	Hosted and participated in 22 different events that included town hall meetings, health fairs, and screening events.
<b>Amendment to Community Benefit Plan</b>	Work with community partners to encourage enrollment in the new health insurance exchanges and to promote a culture of wellness and screenings in regards to health and prevention.

## Health Access

<b>Link to Community Needs Assessment</b>	Community health education has been identified as a need, specifically in the areas of senior fall prevention and stroke.
<b>Program Description</b>	Health Access enhances community access to the medical center and provides health education to community members so they may better manage their health.
<b>Goals and Objectives</b>	To offer 19 educational opportunities, including a Fall Prevention Fair that offers a fall prevention talk and free fall risk screening for seniors.
<b>Strategy</b>	Leverage the skills and knowledge of medical center physicians and allied health professionals by providing educational events free of charge to the community.
<b>Baseline Information</b>	The average cost of hospitalization due to a fall in Alameda County is approximately \$37,000. Health Access works collaboratively to provide health education on a variety of health topics, including senior fall prevention and stroke.
<b>Affiliate's Contribution or Program Expense</b>	Health Access is a community benefit program of Alta Bates Summit. The medical center provides financial support for staff to coordinate the educational events.
<b>Results</b>	A total of 557 community members attended educational events and approximately 120 attended safe driving classes. Health Access hosted six safe driving classes, participated in five community or employer wellness events, coordinated lunch distribution to approximately 2,000 seniors at the Healthy Living Festival, and coordinated two bone marrow donor drives.
<b>Amendment to Community Benefit Plan</b>	The safe driving classes will not be offered in 2013 because the instructor is no longer available.

## Lifeline

<b>Link to Community Needs Assessment</b>	Medication non-adherence is a growing concern among clinicians, healthcare systems, and other stakeholders because of mounting evidence of its prevalence and association with adverse outcomes and higher costs of care.
<b>Program Description</b>	Lifeline addresses the problem of non-adherence to medication regimes through the distribution of medication dispensing devices.
<b>Goals and Objectives</b>	To reduce readmissions with effective tools to mitigate medication non-adherence rates.
<b>Strategy</b>	Outreach to skilled nursing facilities, independent/assisted living facilities, geriatric physicians, hospice providers, home health care agencies, and senior centers.
<b>Baseline Information</b>	According to the September 2012 edition of <i>Annals of Internal Medicine</i> , "Americans are failing to comply with medication prescriptions for a variety of reasons -- and it's costing between \$100 billion to \$289 billion a year."
<b>Affiliate's Contribution or Program Expense</b>	Lifeline is a community benefit program of Alta Bates Summit. The medical center provides financial support for staff and program expenses.
<b>Results</b>	Lifeline visited over 30 independent living facilities, attended over 20 health and wellness events, and installed five new medication dispensing devices.
<b>Amendment to Community Benefit Plan</b>	Lifeline will transition into a purely marketing and sales department in 2013.

## Markstein Cancer Education & Prevention Services

<b>Link to Community Needs Assessment</b>	<i>The Health of Alameda County Cities and Places</i> reports cancer is the 2 <sup>nd</sup> leading cause of death in Alameda County and the U.S. Although the rate of cancer incidences has decreased, the number of people to be diagnosed with cancer in the next several decades is expected to double. Adequate access to cancer screenings is critical in reducing the burden of cancer.
<b>Program Description</b>	Markstein provides outreach education, free community cancer screenings, and support and educational tools to those impacted by a diagnosis of cancer (men, women, family members, or friends). Educational material, as well as computer access for in-depth research, is offered and all community members are welcome to drop in for assistance or personal study.
<b>Goals and Objectives</b>	To decrease the incidence of cancer through education and early intervention through screening; and to support those touched by cancer through educational programs, support groups and therapeutic workshops.
<b>Strategy</b>	Strategies employed include 1) offering cancer screenings to the underserved, 2) providing support groups to men, women, family members and friends of those affected by cancer, and 3) educating the community through classes, workshops, health fairs, and materials.
<b>Baseline Information</b>	<i>The Health of Alameda County Cities and Places</i> reports that cancer screenings help find and treat precancerous lesions and help find diseases early for often highly treatable diseases. Cancers that can be detected through screening account for half of all new cancer cases.
<b>Affiliate's Contribution or Program Expense</b>	Markstein is part of the community benefit program of Alta Bates Summit. Support groups are supported by charitable donations through the Alta Bates Summit Foundation. Screening programs are support by grants.
<b>Results</b>	Markstein served 698 community members through the resource center, 3,729 community members through cancer screenings, and 848 community members through cancer support groups.
<b>Amendment to Community Benefit Plan</b>	The Comprehensive Cancer Center and Markstein will work together to form a Comprehensive Cancer Services community benefit program.

## MPI Chemical Dependency Treatment Services

<b>Link to Community Needs Assessment</b>	Substance abuse treatment is an identified need as it greatly affects costs related to crime, lost work productivity, and health care.
<b>Program Description</b>	MPI is a hospital-based program for alcoholism and drug abuse treatment that offers detoxification, inpatient rehabilitation, residential rehabilitation, day treatment, and a morning and evening intensive outpatient program. MPI provides outreach and educational activities free of charge or at low cost as well as charity care.
<b>Goals and Objectives</b>	To provide community benefit $\geq 1.02\%$ of MPI net revenue; and to provide charity care $\geq 1.81\%$ of MPI gross revenue.
<b>Strategy</b>	Provide chemical dependency treatment to adults in Northern California.
<b>Baseline Information</b>	In 2011, there were 20,481 substance abuse hospitalizations and 53,316 emergency department visits in Alameda County.
<b>Affiliate's Contribution or Program Expense</b>	MPI is part of the community benefit program of Alta Bates Summit. The medical center provides financial support for staff and program expenses.
<b>Results</b>	Community benefit totaled .6% (\$34,000) of MPI net revenue. Charity care totaled 1.3% (\$120,067) of MPI gross revenue.
<b>Amendment to Community Benefit Plan</b>	None at this time.

## Pharmaceutical Delivery

<b>Link to Community Needs Assessment</b>	Many patients in the community have difficulty obtaining their prescriptions due to mobility and transportation issues.
<b>Program Description</b>	The Pharmaceutical Delivery Program at Milvia and Peralta Pharmacies delivers prescription medications free of charge to the patient home.
<b>Goals and Objectives</b>	To provide home delivery of patient medications in order to improve compliance and retain prescription business for Milvia and Peralta Pharmacies.
<b>Strategy</b>	Offer prescription delivery services to Milvia and Peralta Pharmacy patients in conjunction with Health Access.
<b>Baseline Information</b>	Most community pharmacies do not provide delivery services, so this program is well-received and highly utilized in the community.
<b>Affiliate's Contribution or Program Expense</b>	Pharmaceutical Delivery is a community benefit program of Alta Bates Summit. The medical center provides financial support for staff and program expenses.
<b>Results</b>	Milvia and Peralta Pharmacies made a total of 8,957 home deliveries. The cost of delivery services was \$73,777.86.
<b>Amendment to Community Benefit Plan</b>	None at this time.

## Pharmaceutical Waste Recycling

<b>Link to Community Needs Assessment</b>	Recent studies have shown that measurable levels of pharmaceuticals are present in most bodies of water, including the San Francisco Bay. Because current water processing methods are incapable of removing pharmaceuticals from waste water, disposal of unwanted medications has become a significant issue for the environment.
<b>Program Description</b>	The Pharmaceutical Waste Recycling Program at Milvia and Peralta Pharmacies accept non-controlled, unwanted medications for proper disposal.
<b>Goals and Objectives</b>	To collect unwanted medications from the community for proper disposal and reduce medications in the waste stream.
<b>Strategy</b>	Distribute fliers to patients publicizing the take-back program for one week each quarter and provide information on an ongoing basis in each pharmacy.
<b>Baseline Information</b>	Prior to implementation of this program in 2007, there were very few options available in the community for disposing of unwanted medications, outside of Waste Management. East Bay Municipal Utilities District stage collections of expired and unwanted medications at health fairs throughout the year, but these events are inadequate due to the magnitude of the problem.
<b>Affiliate's Contribution or Program Expense</b>	Pharmaceutical Waste Recycling is a community benefit program of Alta Bates Summit. Milvia and Peralta Pharmacies contribute approximately 18 hours of staff time per year, with a resulting program expense of approximately \$1,400.
<b>Results</b>	A total of 27 boxes of unwanted medications, weighing about 500 pounds, were returned for incineration through Guaranteed Returns.
<b>Amendment to Community Benefit Plan</b>	None at this time.

## Regional Behavioral Health Services

<b>Link to Community Needs Assessment</b>	The inpatient and outpatient Regional Behavioral Health Service is Northern California’s largest, community-based psychiatric program. The Regional Behavioral Health Service has provided the community with psychiatric and substance abuse evaluation and treatment since 1948.
<b>Program Description</b>	Regional Behavioral Health Services provides community access to evaluation and treatment of mental health and substance abuse disorders for the Berkeley, Oakland, and East Bay Region of California. The department offers crisis intervention, evaluation, and treatment 24 hours a day, 365 days a year.
<b>Goals and Objectives</b>	To increase access to Behavioral Health Services in the Oakland, Berkeley and East Bay community via the free 24 hour crisis line; and to increase support to Alta Bates Summit nursing units, other than Behavioral Health, to care for patients with mental health disorders.
<b>Strategy</b>	Provide free 24 hour access to information on services through maintaining a 24-hour telephone crisis line. Initiate a new process of sending Licensed Independent Practitioners (LIPs) to the Emergency Department to assist in evaluating patients brought in on involuntary holds by the Berkeley Police Department.
<b>Baseline Information</b>	In 2011, there were 27,912 mental health hospitalizations and 30,002 mental health emergency department visits in Alameda County.
<b>Affiliate’s Contribution or Program Expense</b>	Regional Behavioral Health Services is part of the community benefit program of Alta Bates Summit. The medical center provides financial support for staff time and expenses related to the free community benefit services offered.
<b>Results</b>	More than 3,000 calls came through the crisis line where staff provided information on services. The work with the Emergency Department has been successful in reducing the number of admissions to the medical center for people who do not have a psychiatric reason for admission. Additionally, Regional Behavioral Health Services hosted a National Depression Screening Day at two campuses on October 11, 2012. The efforts earned an award for being a “Top 10 In-Person Screening Site” in the United States.
<b>Amendment to Community Benefit Plan</b>	Support ABSMC nursing units, other than Behavioral Health units, to treat patient with co-morbid medical and psychiatric conditions.

## Regional Rehabilitation Support Groups

<b>Link to Community Needs Assessment</b>	The Regional Rehabilitation Center serves patients with stroke, brain injury, spinal cord injury, and complex neurological and orthopedic disabilities. After discharge from either inpatient or outpatient services, these individuals have a continuing need for support and education for their life-long conditions.
<b>Program Description</b>	The Regional Rehabilitation Support Groups are offered free of charge for community members with arthritis, stroke, spinal cord injury and fibromyalgia. Educational presentations are offered by physicians and other health care providers on a variety of pertinent topics.
<b>Goals and Objectives</b>	To offer education and peer support to individuals with chronic disabling conditions in order to promote health maintenance and reduce complications.
<b>Strategy</b>	Increase education about the support groups to inpatients on the Acute Rehab Unit. Selected topics are advertised in the Health Access newsletter and ongoing outreach is conducted through community groups such as the Center for Independent Living, Berkeley Outreach and Recreation Program, Arthritis Foundation, and UC Berkeley Disabled Students Program.
<b>Baseline Information</b>	The support groups have been functioning for many years and attendance has been steadily increasing as indicated in the results section below.
<b>Affiliate's Contribution or Program Expense</b>	The Rehabilitation Support Groups are a part of the community benefit program of Alta Bates Summit. The medical center provides financial support for administrative support, distribution of literature, and light refreshments.
<b>Results</b>	Overall attendance at the support groups increased from 705 in 2011 to 835 in 2012. Attendance at the stroke support group increased from 143 to 195 for the year as whole, an increase of 36%.
<b>Amendment to Community Benefit Plan</b>	Continue to increase attendance of the stroke support group by an additional 5% and add five additional members to the list-serve for the spinal cord injury support group.

## Tele-Care

<b>Link to Community Needs Assessment</b>	Seniors are the largest group of health care users and have a high number of recurring visits to the Emergency Department. The local population is projected to double in size in the next twenty years with increasing numbers of heart congestion, diabetes, and dialysis.
<b>Program Description</b>	Tele-Care provides free telephone contact and support for seniors and those at-risk. Support is provided through assistance with emergency services, social services, and connections to the greater community.
<b>Goals and Objectives</b>	To create a continuum of care using in-house programs, external clinics, and community services working with Clinical Resource Management, social workers, and case managers.
<b>Strategy</b>	Volunteers are the base of the program, which not only saves money but also facilitates peer groups who understand the issues facing the senior population. Client status is tracked enabling Tele-care to provide support in a timely and effective manner.
<b>Baseline Information</b>	Daily contact helps Tele-Care collect baseline data of an individual's current health status, treatment and living preferences, and responses.
<b>Affiliate's Contribution or Program Expense</b>	Tele-Care is part of the community benefit program of Alta Bates Summit. Tele-Care is supported by grants and charitable donations through the Alta Bates Summit Foundation.
<b>Results</b>	A total of 1,307 persons were served. Tele-Care is tracking repeat visitors to the Emergency Department and creating support structures to reduce readmission. In addition, Tele-Care is tracking data on effective measures, client satisfaction, and cost savings.
<b>Amendment to Community Benefit Plan</b>	Work with Clinical Resource Management to create ways to reduce emergency department visits and hospital readmissions, increase patient satisfaction, support the continuum of care when discharged, reduce convalescent stays, and increase client likelihood of going and staying home.

## Thunder Road

<b>Link to Community Needs Assessment</b>	A recent report by the <i>Substance Abuse and Mental Health Services Administration</i> (SAMHSA) found that each day about 500,000 teens ages 12 to 17 drink alcohol and 640,000 use illegal drugs. <i>National Institute for Drug Abuse</i> (NIDA) reports that marijuana use can adversely affect health in both the short and long-term. Specifically, smoking marijuana can cause anxiety attacks, memory impairment, coordination loss, increased heart rate, breathing problems, and/or cognitive deficits. Youth alcohol and other drug use is associated with a wide range of health, social and academic challenges. Teen alcohol use has been linked to risky health behaviors (e.g., unprotected sex), physical and/or dating violence, motor vehicle accidents, and crime and suicide attempts. According to <i>NIDA</i> , after marijuana, prescription and over the counter drugs account for the most abused drugs by 12 <sup>th</sup> graders in the past year. The use of marijuana is also associated with poorer academic performance and delinquent and aggressive behavior.
<b>Program Description</b>	Thunder Road provides outpatient and residential co-occurring treatment for adolescents and their families.
<b>Goals and Objectives</b>	To conduct chemical dependency and mental health screenings and assessments, and to provide educational information to private and public referral sources.
<b>Strategy</b>	Strategies employed include: 1) focusing on regionally relevant private contract monitors for 3 <sup>rd</sup> party payers, 2) updating and expanding the website, program information, and mailing lists, and 3) developing new referral sources while continuing to nurture existing referral sources.
<b>Baseline Information</b>	Based on feedback from referral sources, the website is critical to providing easy access to information about Thunder Road. Patients also report they did not know where or how to get help. This feedback supports Center for Substance Abuse Treatment data that one of the five most often reported reasons for not receiving substance abuse services is not knowing where to call for help.
<b>Affiliate's Contribution or Program Expense</b>	Thunder Road Adolescent Treatment Center is part of the community benefit program of Alta Bates Summit Medical Center. The medical center provides financial support for staff time and expenses related to the free community benefit services offered.
<b>Results</b>	Increased the number of screening and assessments supported by community benefits by 220. Made some of the recommended modifications to the Thunder Road website.
<b>Amendment to Community Benefit Plan</b>	None at this time.

## Women and Infants - Neonatal Resuscitation and Transport Program

<b>Link to Community Needs Assessment</b>	Access to neonatal intensive care is limited as each hospital delivering newborns is not prepared to deliver, stabilize, and treat high risk newborns.
<b>Program Description</b>	The Neonatal Resuscitation and Transport Program was developed to support local low-risk nurseries in the community by providing access to a neonatal transport team to bring critically and moderately sick infants to Alta Bates Summit NICU for a higher level of care.
<b>Goals and Objectives</b>	To provide safe and timely transport of critically and moderately ill infants to a higher level of care.
<b>Strategy</b>	The strategic goal is to have a well trained and skilled nurse led transport team available at all times.
<b>Baseline Information</b>	Level 3 or 4 NICU care of infants is not available at all delivery centers. When an infant is delivered at a community center that does not provide such care, there needs to be a mechanism to safely and timely transport the sick/premature infant to a center where appropriate care can be delivered.
<b>Affiliate's Contribution or Program Expense</b>	The Neonatal Resuscitation and Transport Program is part of the community benefit program of Alta Bates Summit Medical Center. The medical center provides financial support for the transport team staff hours and costs for equipment and supplies.
<b>Results</b>	The Neonatal Resuscitation and Transport Program transported 31 babies, accruing over 871 NICU patient days.
<b>Amendment to Community Benefit Plan</b>	None at this time.

## Women and Infants - Parent Education and Breastfeeding Support Groups

<b>Link to Community Needs Assessment</b>	<i>The Centers for Disease Control and Prevention</i> reports that many mothers are not receiving the quality of care that will give them the best possible start to meeting their breastfeeding intentions.
<b>Program Description</b>	Parent Education and Breastfeeding Support Groups provide prenatal education, tours of the birth center, and postpartum support groups to new and expectant parents in our community.
<b>Goals and Objectives</b>	To offer quality educational programs to new and expectant parents, so they are able to make informed choices regarding labor, birth, breastfeeding, and care of their newborn.
<b>Strategy</b>	Offer choices for evening/weekend classes and support groups and varying times for weekday/weekend tours to reach as many expectant parents as possible. Continue to monitor evaluations to maintain high quality of programs with a > 85% satisfaction response.
<b>Baseline Information</b>	See results section below.
<b>Affiliate's Contribution or Program Expense</b>	The Parent Education and Breastfeeding Support Groups are part of the community benefit program of Alta Bates Summit Medical Center. The medical center provides financial support for staff to lead support groups and tours.
<b>Results</b>	Attendance for tours and support groups was stable with an average of 25 people on tours and 6 people in support groups. Evaluations reflect > 85-90% satisfaction in services.
<b>Amendment to Community Benefit Plan</b>	None at this time.

## Youth Bridge

<b>Link to Community Needs Assessment</b>	In the City of Oakland, currently more than 50% of eligible students do not graduate. Additionally, research indicates the paucity in Alameda County students pursuing careers in health contributes to the perpetuation of health inequities in our community.
<b>Program Description</b>	Youth Bridge, a year-long program, provides a continuum of health and science career development services for school-aged youth and provides students with the tools, training, and employment that can help empower them to complete high school and pursue higher education as well as help close the gap in health inequities in our community.
<b>Goals and Objectives</b>	To provide students with the opportunity to obtain exposure to health care careers, develop transferable skills, and receive consistent, face-to-face mentoring from professional adults.
<b>Strategy</b>	Youth Bridge consists of six core components including a summer camp and a year-round mentoring program for middle school students; a career activities class for high school students; mentoring and paid internships for high school and college students; entry-level training and apprenticeships for college students; and family engagement. Each of these components is designed to empower students at each stage and provide tools to be successful in completing high school and college.
<b>Baseline Information</b>	According to the <i>U.S. Bureau of Labor Statistics</i> , 8 of the top 20 fastest growing professions are in health care. Youth Bridge provides youth with the opportunity to gain meaningful work experience in a growing field. Youth Bridge works with students considered to be the most disenfranchised in Alameda County. On average, the youth served is 39% African-American, 39% Latino, 20% Asian/Pacific Islander, 1% Caucasian, and 1% Native American.
<b>Affiliate's Contribution or Program Expense</b>	Youth Bridge is a community benefit program of Alta Bates Summit. The medical center cash contribution is \$55,000.
<b>Results</b>	A total of 75 East Bay youth completed Youth Bridge (high school and college component) and 50 students participated in Youth in Medicine Camp (middle school component). 100% of eligible students graduated from high school. Of those high school graduates, 100% are currently enrolled in universities or four year colleges. A total of 10 students have obtained gainful employment in either health care or education related fields. In addition, Youth Bridge was awarded \$70,000 from The California Endowment (TCE) to work with East Oakland young men. Youth Bridge also worked with Sutter Medical Center, Sacramento and TCE to submit an application to replicate Youth Bridge in Sacramento.
<b>Amendment to Community Benefit Plan</b>	None at this time.